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## **!! RAPIDS DOWNTIME !!**

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### **IMPORTANT NOTICE FOR ALL RAPIDS USERS AND U.S. ARMED FORCES PERSONNEL COMMANDS AND RAPIDS/CAC ID CARD ISSUING OFFICES SUPPORTED BY DMDC SUPPORT OFFICE-ASIA/PACIFIC (DSO-A):**

Due to current contingency requirements, it has become necessary to change the time of the weekly DEERS Database maintenance cycle. This very critical 6 hour maintenance and backup process has been accomplished on weekends in the past, but must now be moved off this schedule to minimize interruptions to weekend mobilization/deployment processing in the U.S. and Europe.

Beginning next week, the scheduled "down time" will be from 21:00 Wednesday evening until approximately 03:00 Thursday morning EST. This period translates to your local RAPIDS site time as follows:

***Diego Garcia: 08:00 - 14:00 Thursday***

***Guam: 12:00 - 18:00 Thursday***

***Korea, Japan (including Okinawa): 11:00 - 17:00 Thursday***

***New Zealand: 15:00 - 21:00 Thursday***

***Singapore: 10:00 - 16:00 Thursday***

***Thailand: 09:00 - 15:00 Thursday***

We apologize for the inconvenience this will create for our RAPIDS users and the military community as a whole. This decision was made all the more difficult by the fact that everyone involved truly understood the impact this change will have on your site and your customers. On a more positive note, during these programmed maintenance cycles, DMDC will be incorporating changes to the DEERS database that will initially lessen the duration of maintenance periods and eventually provide complete database redundancy. When this initiative is completed, RAPIDS and DEERS users worldwide will have 24/7 database access without maintenance interruptions.

Please do not hesitate to contact DSO-A if you have questions or concerns about this or any other matter.